



City of Austin - JOB DESCRIPTION



Aviation Parking Services Administrator

FLSA:	Standard/Exempt	EEO Category:	(20) Professionals
Class Code:	10308	Salary Grade:	XP1
Approved:		Last Revised:	July 19, 2012

Purpose:

Under general direction oversees the Department of Aviation's Parking Operation Services for airport customers, personnel, and the general public.

Duties, Functions and Responsibilities:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

- 1.Administer all aspects of parking operations such as, revenue accountability, finance and accounting reporting, review of monthly billing, traffic flow analysis, employee parking, customer satisfaction/service, etc.
- 2.Analyze parking and transportation needs and develop short and long range plans to meet those needs.
- 3.Submit monthly revenue reports for all locations, and recommend improvements for generating additional revenue.
- 4.Develop and maintain the division's operating budget and make fiscal recommendations for capital improvements.
- 5.Meet with local businesses or community groups to exchange information or coordinate lease and parking space rentals.
- 6.Ensure cash receipts and tickets are processed by utilizing established internal controls and procedures.
- 7.Collaborate with management company to ensure maximum utilization of available personnel and optimum usage of all parking garages and lots to include identifying staffing needs for daily operation .
- 8.Responsible for the development and coordination of security and maintenance which may include conducting facility inspections to ensure the safety and availability of all parking garages/lots.
- 9.Responsible for monitoring parking trends to create and maintain a competitive edge for the parking facility.
- 10.Authorize and approve the purchase of supplies, services, and materials associated with the administration and operation of the facilities.
- 11.Address customer complaints and inquires, may assist in the resolution of conflicts and difficult situations.
12. Researches relevant forecast data and develop plans to synchronize operating plans, budgets, and organizational design with forecast demand.
13. Collects, analyzes, and reports performance data to include making benchmark comparisons of parking services, identifying benefits and features of comparable organizations, and reporting industry standards.

Responsibilities - Supervisor and/or Leadership Exercised:

Provide leadership, work assignments, evaluation, training, and guidance to others.

Knowledge, Skills, and Abilities:

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Knowledge of administrative and business principles and practices used in the management and operations of large parking facilities.

Knowledge of contract management and procurement of services.

Knowledge of the airport ground transportation industry, its business process, and organizational/operational matrix.

Knowledge of quantitative modeling and evaluation methodologies.

Skill in managing construction and installation activities on assigned projects.

Skill in effectively managing a revenue enterprise.

Skill in effective oral and/or written communication.

Skill in establishing and maintaining good working relationships with City and non-city employees at all levels, and the public.

Skill in using a personal computer, including spreadsheet, word processing, database and presentation software.

Ability to manage multi-disciplines such as, maintenance of facilities and other operational needs.

Ability to demonstrate time management skills to ensure completion of tasks within established deadlines.

Ability to exercise good judgment, tact and diplomacy.

Ability to read, interpret, and explain financial reports, balance sheets, legal documents, rules and regulations, etc.

Ability to apply standard techniques of research and analysis and make recommendations in the area of parking and parking business.

Minimum Qualifications:

Bachelor's degree in a related field, plus five (5) years of work experience related to the job, three (3) years of which were in contract administration or program and leadership capacity.

Equivalent combination of education and/or work experience in parking facilities may be substituted for the above requirements.

Licenses and Certifications Required:

A valid Texas Driver's License.

This description is intended to indicate the kinds of tasks and levels of work difficulty required of the position given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.